

ABSTRACT

Employing Speech Recognition and Key Words to Improve Customer Service

5 The invention comprises capturing a customer's speech,
recognizing a key word in the customer's speech, searching a
database, and retrieving information from the database. The
retrieving is a real-time process, completed during a
10 conversation involving the customer and a customer service
representative. Examples include methods employing computerized
speech recognition and key words to improve customer service,
systems for executing methods of the present invention, and
instructions on a computer-usable medium, or resident in a
15 computer system, for executing methods of the present invention.